

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: BMW Delivery Stop & Recall 19V-xxx: Head Air Bag
Date: Thursday, May 16, 2019 3:33:24 PM

Publish Date: May 16, 2019
From: Technical Service
Expiration Date: June 06, 2019

DCSnet Message
Urgent



Subject: BMW Delivery Stop & Recall 19V-xxx: Head Air Bag







BMW of North America, LLC is conducting a Voluntary Safety Recall (effective May 16, 2019) on certain Model Year 2019-2020 BMW X7 SAV vehicles that were produced from November 4, 2018 through April 3, 2019.

The expected failure rate is less than 1%. The bulletin will be updated tomorrow morning with repair instructions.

Please review attached documents for more details.

Sincerely,
Technical Service

Attachments:

-  [B651319_Recall_Notice\[81e4b676\].pdf](#)
-  [B651319\[81e4b675\].pdf](#)
-  [2019-BMW-MY2019-2020-G07-HeadAirBag-\(16May2019\)\[81e4b674\].pdf](#)
-  [B651319_Recall_Notice\[81e4b676\].pdf](#)
-  [B651319\[81e4b675\].pdf](#)
-  [2019-BMW-MY2019-2020-G07-HeadAirBag-\(16May2019\)\[81e4b674\].pdf](#)

Recipients: BMW SAV (Light Trucks), All Offerings, All Regions, All Areas, All Departments, All Personnel
BMW Passenger Cars, CC-All
BMW Passenger Cars, All Offerings, All Regions, All Areas, All Departments, All Personnel



DELIVERY STOP & RECALL 19V-XXX: HEAD AIR BAG

MODEL

G07 (X7 SAV)

SITUATION

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective May 16, 2019) on certain Model Year 2019-2020 BMW X7 SAV vehicles that were produced from November 4, 2018 through April 3, 2019. The head air bag may not have been installed according to specifications.

Approximately 1,822 vehicles are affected by this delivery stop/recall.

- 21 on the way or at the VDC
- 617 Dealer Inventory, Demos, Loaners

Affected vehicles show the campaign as “Open” when checked either in Warranty Vehicle Inquiry, AIR or ISPA Next and identified with the description: STOP013951 B651319
Recall: Head Air Bag.

All of the other systems including DAR and the RDR system will show the Stop Sale Sign starting tomorrow. Please utilize the Inventory Campaign Details under ROSS which shows all vehicles that have a Stop Sale in your inventory.

The Recall Notice and Q&A have been attached for further information and the bulletin will be updated when more information becomes available.

SAFETY RECALL NOTICE

To: All Center Operators, Sales Managers, Service Manager, Parts Manager and Warranty Processor

RE: Delivery Stop & Recall 19V-xxx: Head Air Bag (B65 13 19)

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective May 16, 2019) on certain Model Year 2019-2020 BMW X7 SAV vehicles that were produced from November 4, 2018 through April 3, 2019.

Owners will be notified by First Class mail about the Recall and will be instructed to bring their vehicles in for a free repair when parts are available.

Please be reminded that it is a violation of federal law (The Safety Act) for you to sell, lease or deliver any new motor vehicle covered by this notification until the recall repair has been performed. This means that centers may not legally deliver new motor vehicles to consumers until they are fixed or use/sell replacement equipment/parts subject to this recall. Note also that substantial civil penalties apply to violations of the Safety Act.

Also, you should not sell, lease or deliver any Certified Pre-Owned or used vehicles subject to a safety recall until the repair is completed.

Please follow any special instructions that we provide to you for the return or disposition of recall parts.

We appreciate all your assistance with this Recall.

Safety Recall 19V-xyz
Head Air Bag
Model Year 2019-2020
BMW X7 SAV
Last Update: 05/16/2019

Q1. Which BMW models in the US are potentially affected by this Safety Recall?

Approximately 1,820 Model Year 2019-2020 BMW X7 SAVs in the US, produced between Nov 2018 and Apr 2019, are potentially affected.

Q2. What is the specific issue?

The head air bag may not have been installed according to specifications.

Q3. What can happen as a result of this issue?

In a crash of sufficient severity, head air bag deployment may be impaired, which could increase the risk of injury.

Q4. Why are other models / vehicles not included in this Safety Recall?

For other models / vehicles, the head air bag was installed according to specifications.

Q5. Can I continue to drive my vehicle?

Yes. However, when you receive a letter requesting you to make an appointment to have this Safety Recall performed by an authorized BMW center, please do so as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Q6. Can I determine if this issue exists in my vehicle?

No. This can only be determined through proper inspection at an authorized BMW center.

Q7. How did BMW become aware of the issue?

BMW became aware of the issue through our quality control procedures.

Q8. How will I be informed of this Safety Recall?

You will receive a letter in July via First Class mail advising you of this Safety Recall and requesting you to schedule an appointment with an authorized BMW center to have this Safety Recall performed. You can locate your nearest authorized BMW center at www.bmwusa.com/dealers.

To ensure BMW has the most recent contact and vehicle information, owners should register their vehicle at www.bmwusa.com/myBMW. Registration is free, and will give them access to factory initiated campaigns and other information specific to their BMW.

Q9. How will my vehicle be repaired?

The head air bag will be inspected and installed according to specifications.

Q10. How long will the repair take?

This repair should take approximately one hour; however, additional time may be required depending upon your BMW center's schedule. The repair will be performed **for free** by your authorized BMW center.

Q11. Do I have to wait for my letter to have my vehicle serviced?

Yes. We are in the process of implementing this Safety Recall to ensure that the necessary parts, tools, and procedures are available, prior to contacting you to schedule your vehicle to have this Safety Recall performed. For the latest updates to this recall, please visit www.bmwusa.com/recall.